



# Introduction



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## About This Guide

The Phoenix Neighborhood Resource Guide was created to give you access to City Hall and make you an informed resident and neighbor. With more than 700 registered neighborhood associations and Block Watch groups in Phoenix, a strong sense of community is reflected in your commitment to improving and preserving the quality of life for all residents and future Phoenixians.

Albert Einstein once said, “The world is a dangerous place to live; not because of the people who are evil, but because of the people who don’t do anything about it.” We encourage you to get involved and have an impact on our community.

This guide includes descriptions of Phoenix city government, programs and services, including how to interact with us by phone, mail, e-mail or in person. The city offers numerous programs and services, many just waiting for you to discover. Review the categories and sections in the Table of Contents and you should have no problem “guiding” your way through! A complete list of phone resources for the city, county, state and other agencies are found at the back of the guide.

## Acknowledgments

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“Twenty years from now you will be more disappointed by the things you didn’t do than by the ones you did.”

— Mark Twain

## About Phoenix

### History

- In 1867, after a series of other names, Phoenix was named.
- Phoenix was incorporated on Feb. 25, 1881.
- In 1900, the population of Phoenix was 5,554.
- The City Charter was adopted on Oct. 11, 1913.

Today, the city covers more than 477 square miles and has a population of more than 1.2 million, ranking it sixth in the country. Since 1950, the residents of Phoenix have showed their faith in city government by approving bond issues totaling about \$3.5 billion for necessary improvements in urban facilities and services. The 1988 Phoenix bond election, which authorized the issuance of more than \$1 billion in bonds, was one of the largest general-purpose municipal bond elections in U.S. history.

Blessed with energetic and interested citizens willing to give of their time to solve tremendous problems of growth, Phoenix faces an era of quality development. As long as the people have vision, the past will be but a prologue of what is to come.

### Phoenix Growth

Year	Square Miles	Population
1950	17.1	106,818
2000	477.6	1,289,125

## Community Trends and Profile

Population - sixth largest city in the U.S.	1,289,125
Area in square miles	477,561
Average annual temperature	72.6 F
Average annual precipitation in inches	7.66
Average number of sunshine days per year	211
Airports	3
Fire stations	44
Sworn police officers	2,320
Parks total acreage including mountain preserves	30,441
Parks cleaned and maintained	207
Desert mountain parks	7
Municipal golf courses	7
Miles of bicycle pathways	412
Libraries	13
Library books	1.8 million
Municipal tennis courts	141
Bus fleet	380
Average daily bus ridership	112,400
Miles of streets	3,945
Signalized intersections	870
Number of water connections	357,743
Water production (billion gallons annually)	94.8
Zoo	1
more than 300 species	
more than 1,300 animals	
more than 150 endangered animals	

## City of Phoenix Honors and Awards

*(This is just a sampling of honors and awards bestowed on the Phoenix city government.)*

- ADD Governing Magazine award.
- Award of Merit for Program Innovation from the National Association of Housing and Redevelopment Officials for the Longview Neighborhood project (1997).

- James C. Howland Award for Urban Enrichment from National League of Cities for the Longview Neighborhood Project (1997).
- Public Housing Management Assessment Program High Performer from the U.S. Department of Housing and Urban Development (1999) for the eighth consecutive year.
- John J. Gunther Award for Best Practices for the Youthbuild Program from the U.S. Department of Housing and Urban Development (1998).
- National Accreditation from the National Council of Aging for two City senior services centers (1998). Only eight have been accredited nationwide.
- Financial World magazine named Phoenix the best managed among the nation's largest cities in 1995 and 1991, and City and State magazine honored Phoenix with the title of Most Financially Sound Large City in 1991.
- City Manager Frank Fairbanks received the 1998 PTI Technology Leadership Award and was named the 1994 Municipal Leader of the Year by American City and County Magazine.
- Phoenix won top national honors in 1994 from the National Association of Town Watch for its National Night Out activities.
- 1997 IACP National Chief's Challenge First Place Award from the International Association of Chiefs of Police for municipal departments with more than 2,000 officers.
- Best Overall Program for Youth and Education from Sister Cities International for involving youth in the Youth Ambassador program (1998).
- Engineering Excellence Grand Award for the upgrade of 23rd Avenue Wastewater Treatment Plant (1998).
- Build America Award from Associated General Contractors of America (1998) for the Nitrification/Denitrification renovation at 91st Avenue Wastewater Treatment Plant.
- Gold Award from the Association of Metropolitan Sewerage Agencies for perfect compliance with EPA standards at the 23rd Avenue Wastewater Treatment Plant (1998).
- 1998-1999 Streamlining Achievement Award by the National Conference of States on Building Codes and Standards as one of eight jurisdictions selected as a model for its Customized Plan Review and Permit By Appointment processes.

- National League of Cities 1998 Innovation Award for Harnessing Information Technology. Phoenix At Your Fingertips Web site identified as a winner in the Public Access Category.
- Global Bangemann Challenge (1999). Phoenix At Your Fingertips is one of 20 worldwide finalists in the program for best practices in community technology.
- Promising Practices Award for the We're All on the Same Team program by the President's Commission on Race (1998).

## Just Moved to Phoenix?

### Water/Sewer (Turn On/Off Service)

To start water service, call 602-262-6251. Home owners must provide their name, mailing address, daytime phone number, title company and escrow number. Renters need to provide their name, address and phone number, and the name, address and phone number of the property owner.

### Did You Know ...

The Water Services Department last year added 8,500 customers with no additional employees, the 10th consecutive year it increased service levels without increasing its work force.

To turn your water service off and arrange for final billing, call 602-262-6251 at least one day before you want service discontinued.

**Garbage/Trash** ..... 602-262-7251, or [pwserve@ci.phoenix.az.us](mailto:pwserve@ci.phoenix.az.us)

### Electric Service

APS ..... 602-371-7171, or 1(800) 253-9405  
SRP ..... 602-236-8888

### Natural Gas Service

Southwest Gas ..... 602-861-1999, or 1(800) 873-2440

To report a gas odor or damage to natural gas facilities:

Day or night (emergencies only): ..... 602-271-GASS (4277)  
or 1(800) 528-4277

### Local Telephone Service

US West ..... 1(800) 244-1111, or [www.uswest.com](http://www.uswest.com)

### U.S. Postal Service

Phoenix Main Post Office ..... 1(800) 275-8777, or [www.usps.gov](http://www.usps.gov)  
4949 E. Van Buren St. 85062-85038-85072-85082

**Public Schools** (*see Education & Youth*)

**Driver's License/Vehicle Registration/License Plates** ..... 602-255-0072

**Mandatory Annual Vehicle Emissions Testing** ..... 602-470-4646  
Call to find the nearest test site location in the metropolitan area.

**Environmental Quality, Department of** ..... 602-207-2300

**Voter Registration, Maricopa County** ..... 602-506-1511

**Pet Licenses/Lost or Found Pets**

Maricopa County Animal Control Services ..... 602-894-9146  
2630 W. Eighth St.  
Mesa, AZ 85201

2323 S. 35th Ave. .... 602-506-7387  
Phoenix, AZ 85009  
[www.maricopa.gov/pets/faq\\_main.asp](http://www.maricopa.gov/pets/faq_main.asp)

**Phoenix Chamber of Commerce** (voice mail) ..... 602-254-5521